

**OPERATIONS
ASSISTANT
NF-0303-03**

**CLUBS
MORALE, WELFARE
& RECREATION**

OPERATIONS ASSISTANT

INTRODUCTION

This position is located in the Morale, Welfare and Recreation, Physical Readiness Division, Food and Beverage Branch. Naval Air Station, Lemoore. CA. The purpose of this position is to function as Duty Manager and assist in operations of the Clubs activities.

DUTIES And RESPONSIBILITIES

Responsible for efficient, managing, supervising, and directing the facility operation during scheduled shift. Must promote good customer relations and enhance the image of the activity. Reviews schedule for functions that are to take place during respective shift. Ensures that necessary supplies and equipment are available for operation before opening.

Rings out cash registers after each shift.

Responsible for issuing, receiving and controlling cash receipts and change funds under Ms/her custody. Verifies cash receipts and change funds turned in by individual cashiers.

Upon reporting for work, checks all work schedules to ensure personnel scheduled are present. Makes schedule changes in emergency conditions or due to operational commitments.

The incumbent inspects the building on an ongoing basis to ensure maintenance, repair and cleaning functions are performed in a timely manner and in accordance with established procedures and guidelines.

Attempts to resolve problems in a tactful and diplomatic manner. In case of serious problems, contacts Supervisor or higher authority for resolution if warranted.

Prepares and submits daily report of night operations, to include minor and serious incidents - personnel/staffing problems related to work situations - other information that concerns club operations and management decisions, to include equipment breakdowns or repair.

When parties or events occur during incumbent's shift, assists in setting up according to party sheet, monitors function to assure party is running smoothly, collects monies and end of party, and prepares appropriate paperwork for same. May also assist in both bar and food service inventories.

Schedules personnel and assures personnel are properly trained and informed on all station and

Performs other administrative and operational duties as assigned

KNOWLEDGE REQUIRED

Has general knowledge of Navy Clubs operations.

Must be able to follow verbal and written instructions.

Have a basic knowledge of basic clubs operations.

Knowledge of management procedures and general business principles and practices related to the management and control of continuing programs.

SUPERVISORY CONTROLS

The Division Director makes assignments by defining established requirements, work priorities and assists the incumbent with situations not covered by established precedents or guides. This is designed to familiarize the employee with facility policies and procedures and the day-to-day operations.

The employee completes these assignments with general guidance from the Division Director. The employee works as instructed and consults with the Division Director as needed on all matters not specifically covered by operating instructions and guidelines. The employee's progress is spot-checked and accomplishments are reviewed for conformance with the initial instructions, as well as for the accuracy and adequacy of developed supporting statistical data and reports.

GUIDELINES

Extensive procedural manuals, established practices and procedures and oral and written instructions for performing the various basic food, bar and servicing functions are readily available. Judgment is used in selecting guidelines, techniques and approaches best suited to meet the varied needs of the patron community served. Deviations from established guidelines are referred to the Division Head for evaluation.

COMPLEXITY

Work consists of assignments involving the relatively independent performance of numerous standard mess management functions requiring different methods or techniques. Assigned tasks are conventional with clearly identified objectives.

Work is prescribed in established schedules, procedures, or plans; however, issues concerning compliance or conformity with established clubs operating parameters or criteria often may require such methods as reviewing past operation programs, examining management records, forms or practices; interviewing personnel or patrons; or performing physical inspections of the facilities to identify deficiencies, assess damages, and determine appropriate corrective action required.

SCOPE AND EFFECT

The purpose of the work primarily is to provide assistance to the Physical Readiness Division Director by performing selected work assignments in accordance with basic procedures and instructions. The work might involve physical inspections, processing complaints, appraising local submission, reviewing vouchers or certifications and other similar tasks, usually involves a segment of an assignment or project of broader scope.

Services affect the adequacy, responsiveness and accuracy of projects and programs administered by the Division Head and the MWR Department.

PERSONAL CONTACTS

Contacts are with other food and beverage personnel, senior staff members and specialists or technicians within the organization. Contacts are required with applicants for employment, club patrons, club personnel from various headquarters levels and visitors from other operating offices of the activity. The contacts are usually established on a routine basis at the employee's work place.

PURPOSE OF CONTACTS

The purpose is for gathering or exchanging information or facts required to plan or coordinate management functions with other DOD component clubs personnel. The incumbent contacts are usually interested in seeking improvements and economy in the management and use of the clubs facilities.

PHYSICAL DEMANDS

The work requires some physical exertion involved in frequent inspections of facilities, building and operations. The work involves long periods of standing, bending, walking, and lifting objects up to 50 pounds.

WORK ENVIRONMENT

The work involves normal discomforts associated with an office environment. There may be occasional exposure to noisy, dusty or dirty conditions. The work is usually performed in adequately lighted, heated and ventilated areas.